RSR Data Updates and Reports

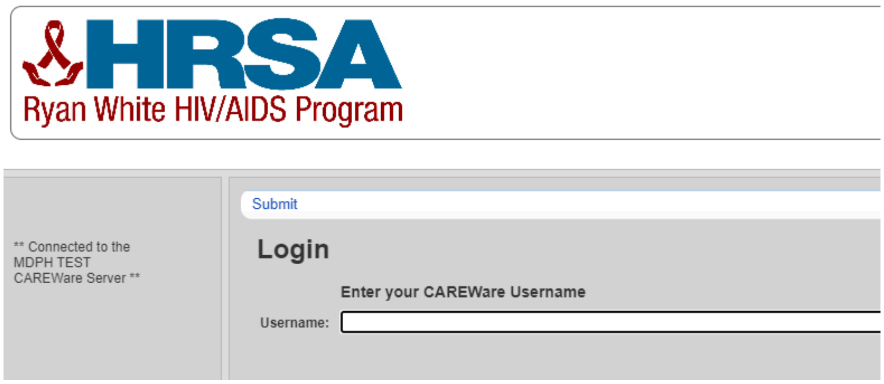
January 2025

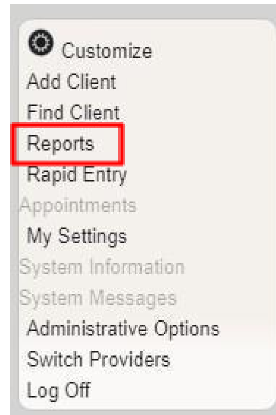
This document provides instructions for running data quality reports, making data corrections, and creating the RSR XML and zip code files.

Contents

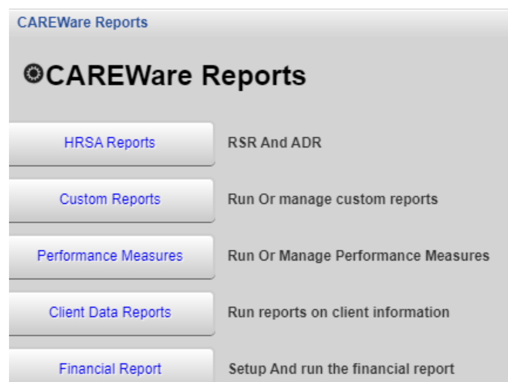
Navigating to RSR Reports

1. To navigate to the reports you will run as part of the RSR, first log in to the Massachusetts CAREWare system.



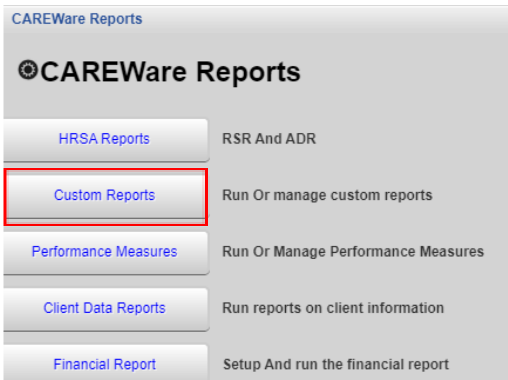


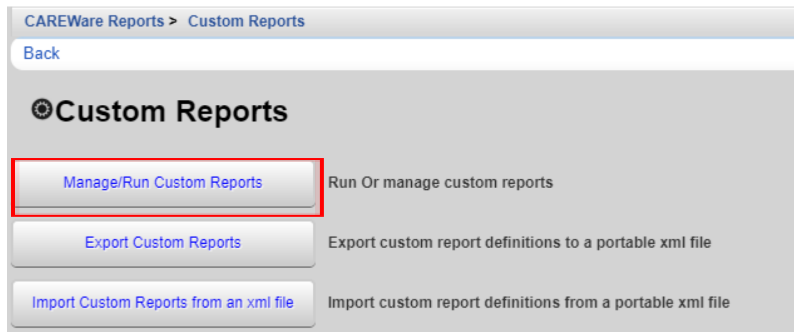
2. Click on “Reports” from the main menu.
3. This will bring up a Reports menu of different types of reports that can be run.



CAREWare Reports for Data Quality

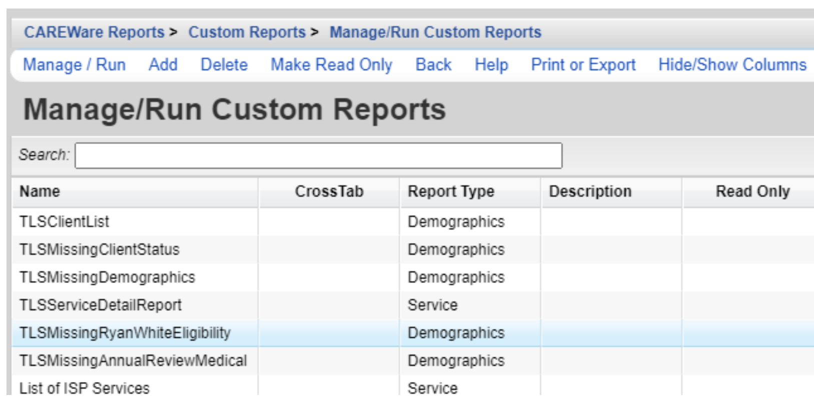
Several reports, including custom reports, are available in CAREWare MA to help you review data quality in preparation for generating the RSR. To get to the Custom Reports screen, go to the reports menu and click on “Custom Reports,” then “Manage/Run Custom Reports”. When running Custom Reports, select the desired report and specify the date span. Finally, click “Run Report”, to run the report.



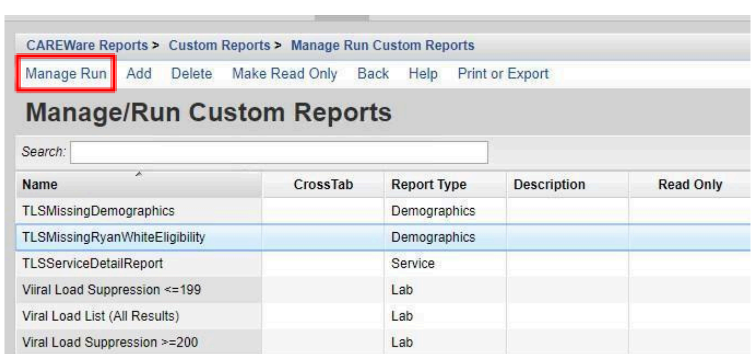


TLS Missing Ryan White Eligibility

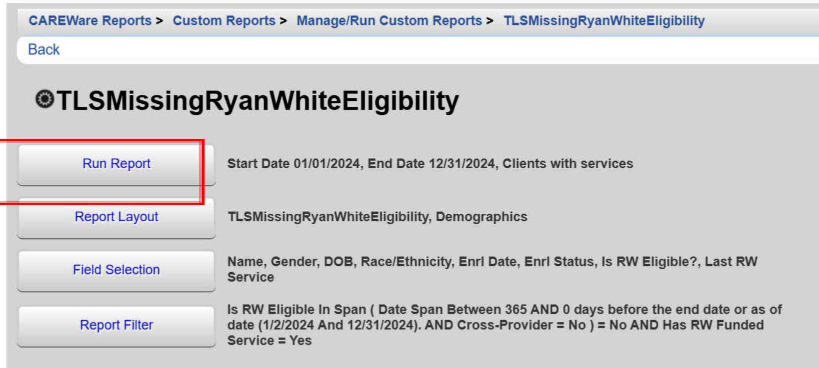
This report shows a list of clients that are not eligible for receiving Ryan White services. If your agency receives funding through the MA Department of Public Health and submits an RSR report to HRSA, we recommend running this report before you submit the RSR to make sure it includes all of your Ryan White eligible clients. That way all of your eligible clients will be reported to HRSA.



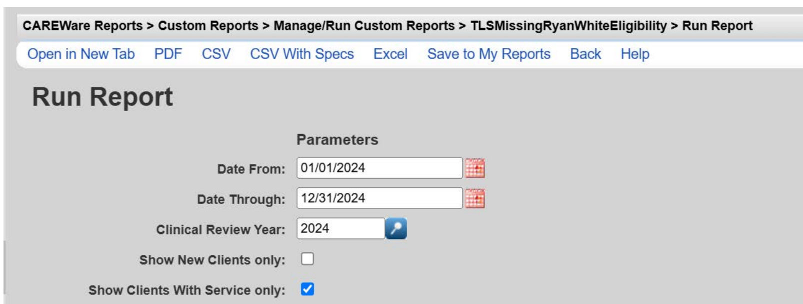
1. Select TLSMissingRyanWhiteEligibility from the list of reports and select “Manage Run”.



2. Under the report page for TLSMissingRyanWhiteEligibility, select “Run Report”.

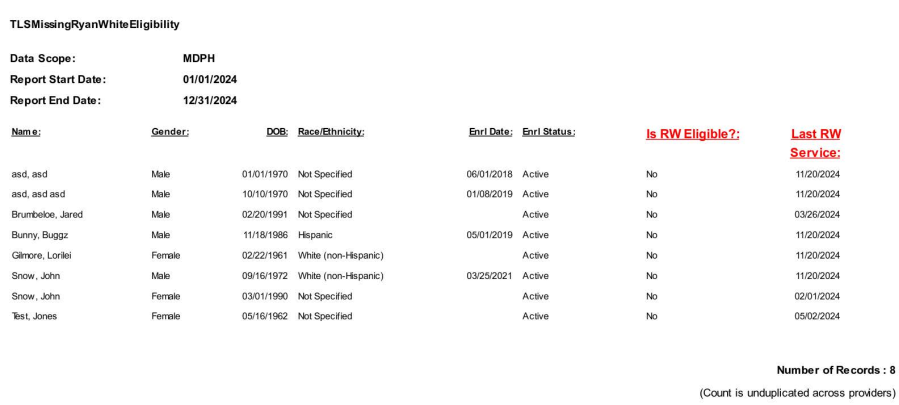


3. Modify the date range to the desired range.



4. Run the report by clicking on the desired format (Open in a New Tab, PDF, CSV Excel). Click on “Run Report”.

5. The report will look like this:



TLSMissingRyanWhiteEligibility

Data Scope: MDPH
Report Start Date: 01/01/2024
Report End Date: 12/31/2024

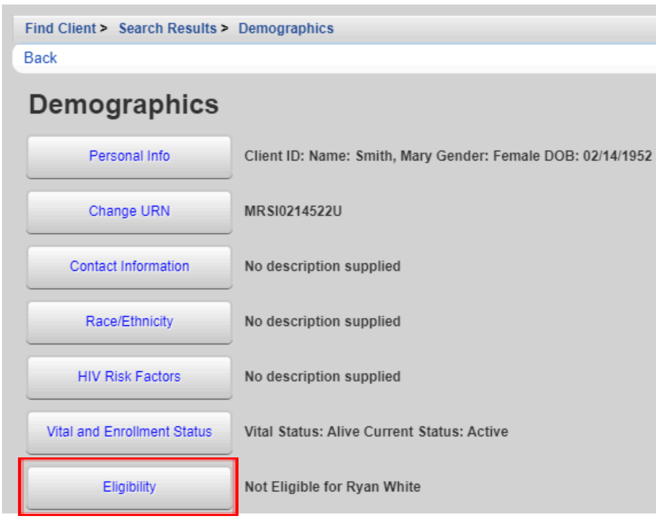
Name:	Gender:	DOB:	Race/Ethnicity:	Enrl Date:	Enrl Status:	Is RW Eligible?:	Last RW Service:
asd, asd	Male	01/01/1970	Not Specified	06/01/2018	Active	No	11/20/2024
asd, asd asd	Male	10/10/1970	Not Specified	01/08/2019	Active	No	11/20/2024
Brumbeloe, Jared	Male	02/20/1991	Not Specified		Active	No	03/26/2024
Bunny, Buggz	Male	11/18/1986	Hispanic	05/01/2019	Active	No	11/20/2024
Gilmore, Lorilei	Female	02/22/1961	White (non-Hispanic)		Active	No	11/20/2024
Snow, John	Male	09/16/1972	White (non-Hispanic)	03/25/2021	Active	No	11/20/2024
Snow, John	Female	03/01/1990	Not Specified		Active	No	02/01/2024
Test, Jones	Female	05/16/1962	Not Specified		Active	No	05/02/2024

Number of Records : 8
(Count is unduplicated across providers)

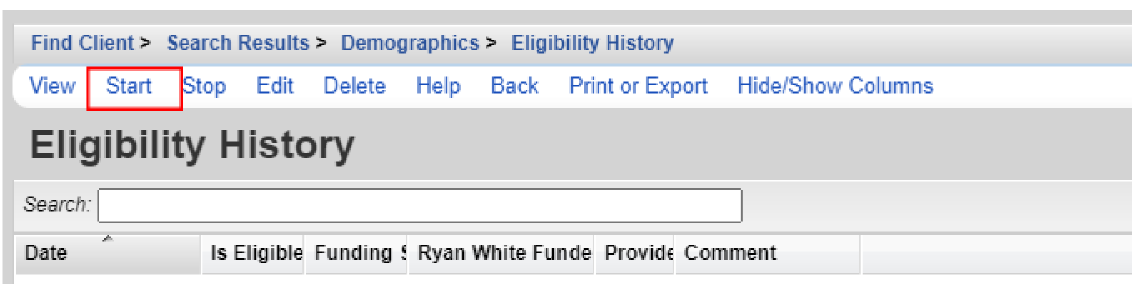
Correcting Ryan White Eligibility Status

Follow these steps to update a client's Ryan White Eligibility Status:

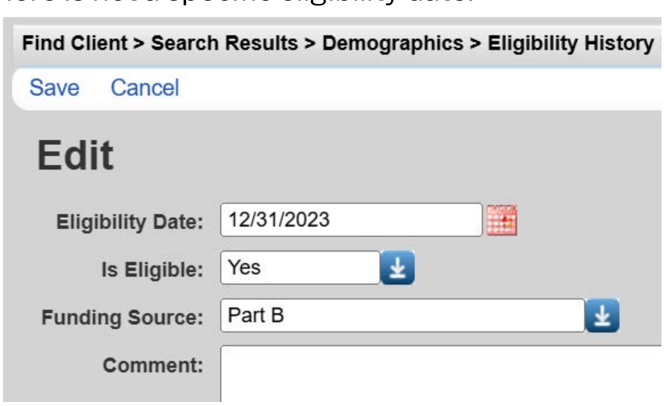
1. Navigate to the client record Demographics page and select "Eligibility".



2. Select "Start".



3. Edit the date the client became eligible for Ryan White Services. Use 12/31/2023 if there is not a specific eligibility date.

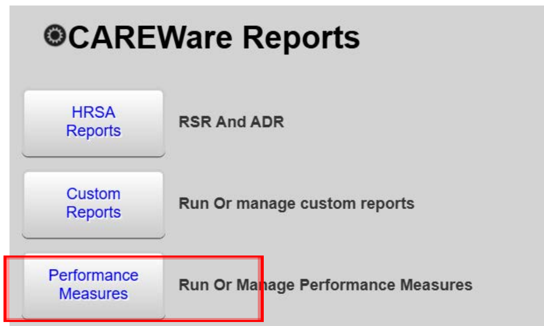


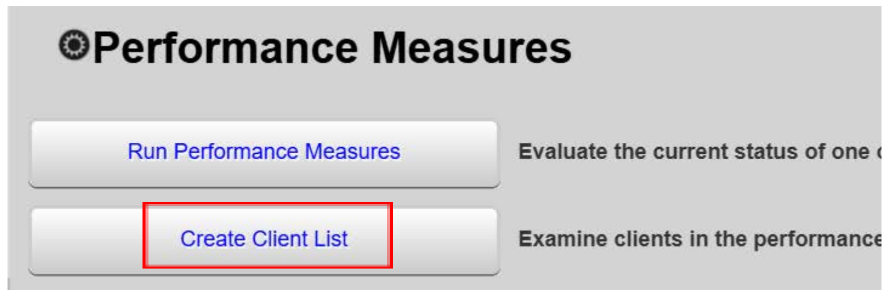
4. Select "Part B" for the funding source.
5. Click "Save".

Clients with Missing Zip Code Report & Correcting Missing ZIP Codes

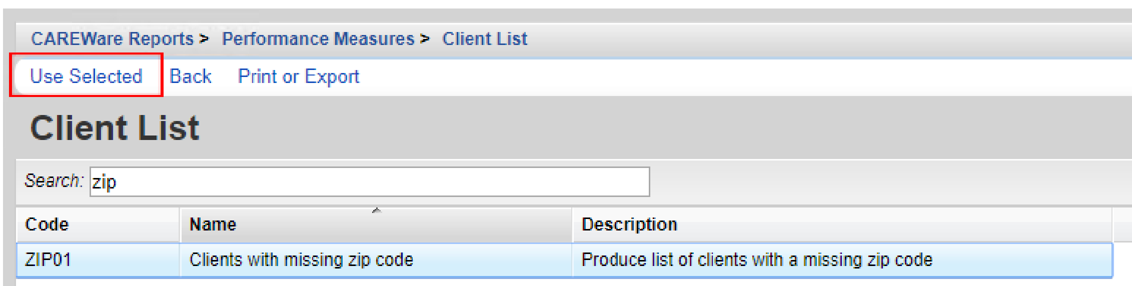
This report shows a list of clients with missing ZIP codes. Run this report before you submit the RSR to make corrections for clients whose ZIP codes were not filled in.

1. Under CAREWare Reports, select “Performance Measures” then “Create Client List.”

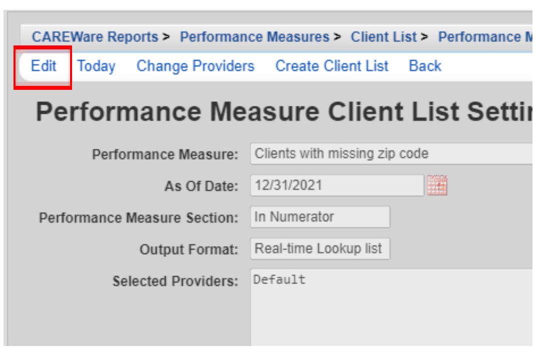


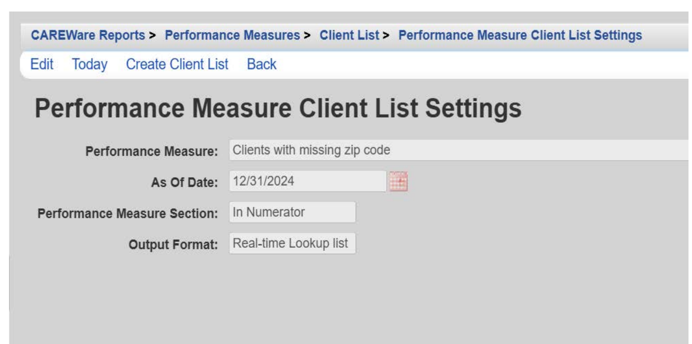


2. To find the missing ZIP code report, type “zip” into the search bar and the report will appear. Select it by highlighting the row and click “Use Selected” to run the report.

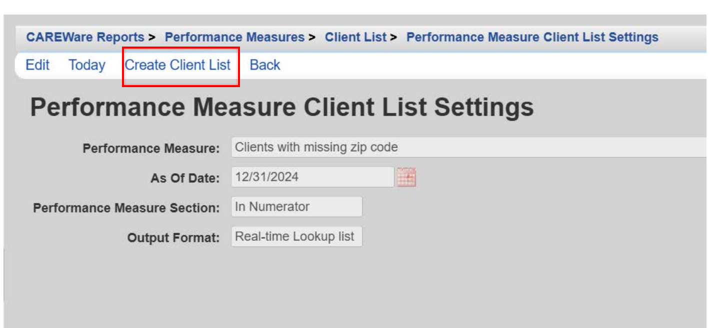


3. Select “Edit”. Edit the “As of Date” to 12/31/2024 then select “Save”.





4. Select “Create Client List”.



5. A new tab will open with a list of clients. You can select a client by double clicking on their name, or highlighting the row and click "Go To Client", which will bring you to the Demographics page of the client record where you can add their ZIP code. For clients with an unknown ZIP Code:
    a. Use ZIP Code of service location as proxy
    b. If that is unavailable, report client's ZIP Code as "99999"

HRSA Reports

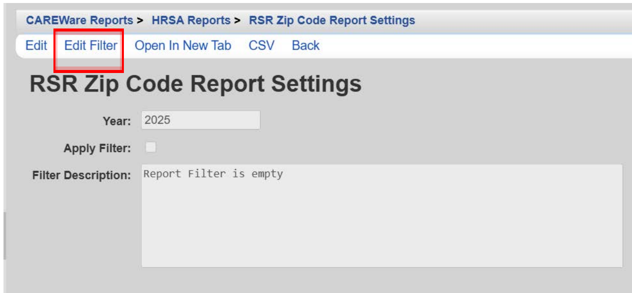
Click on "HRSA Reports" to get started.

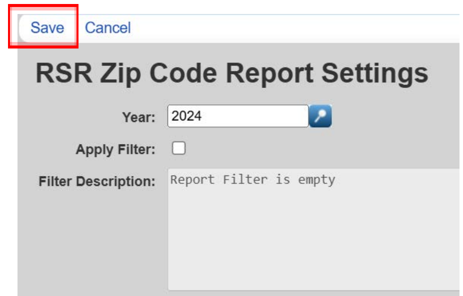
RSR ZIP Code Count Report

This report will generate a list of clients and their ZIP codes. You will need to download and save this as a CSV to upload when submitting the RSR.

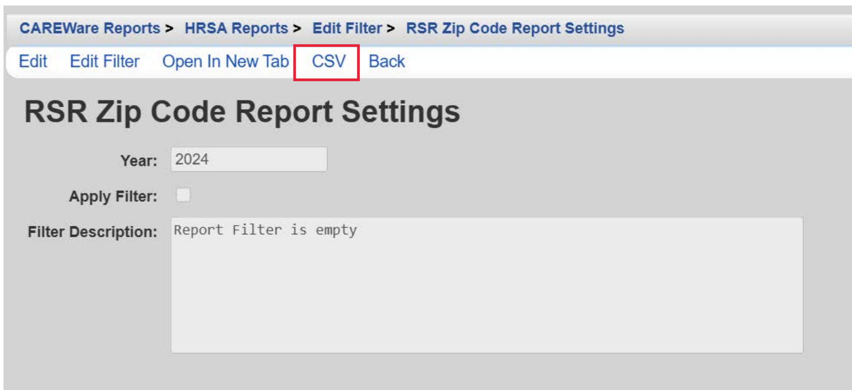
1. Select "RSR Zip Code Count Report".

2. Select “Edit” to modify the year to 2024. Then “Save.”





3. Click on “CSV” to run the report.



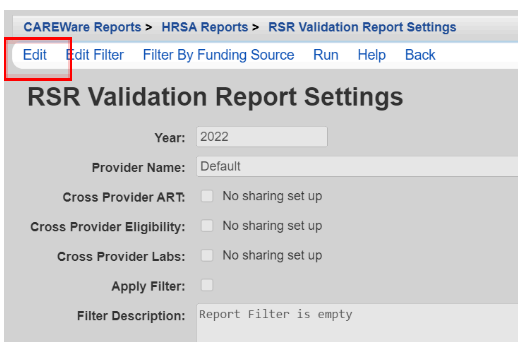
4. Click “Download RSR Zip Code Count Report” and save to a secure folder on your computer.

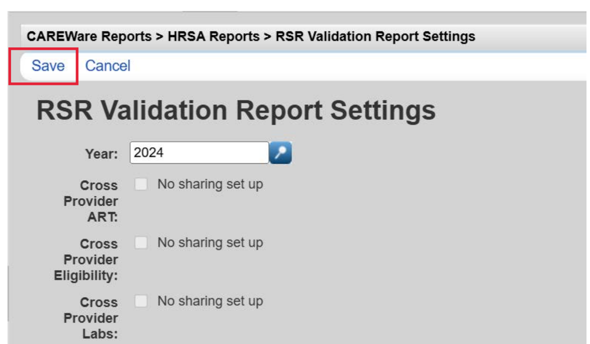
RSR Validation Report

The RSR Validation report provides a list of all errors, warnings and alerts that are built into HRSA's Electronic Handbook (EHB). Warnings and alerts indicate areas where data may be incorrect or missing. However, not all warnings or alerts may need to be corrected. Warnings must have a comment explaining the data in the EHB.

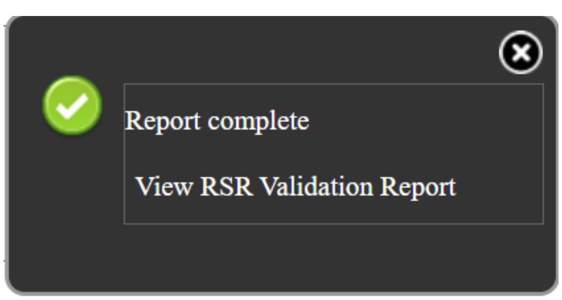
1. From the HRSA Reports menu, click on "RSR Validation Report".

2. From the "RSR Validation Report Settings" page, select "Edit" to adjust the reporting year to 2024. Then click "Save" and "Run".

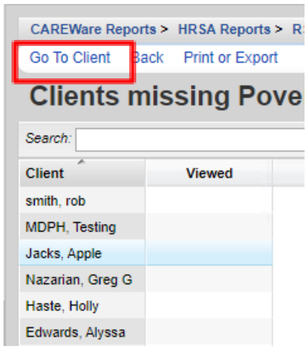




3. Click "View RSR Validation Report" from the pop-up that appears to view the report table. From the table, you can click any row with errors that need correcting by highlighting the row and clicking "View Client List" or double clicking the highlighted row.



4. Choose the client of interest and then click “Go to Client” to be brought directly to their record. Errors must be fixed before the RSR can be submitted.

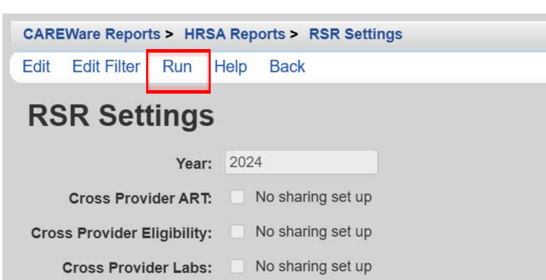


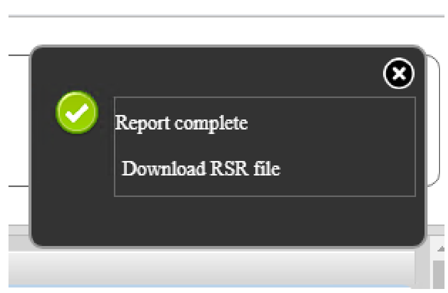
RSR Client Report (Running the RSR XML File)

The Client Report Viewer allows you to view the data included in the RSR file, including a count of missing data. This will help you make sure your XML is complete before it is uploaded to the EHB.

1. From the HRSA Reports menu, click on “RSR Client Report”.

2. Make sure the “Year” is 2024 and click “Run” to generate the report. Once it is finished, click “Download RSR file” in the pop-up window in the top right corner of the page.

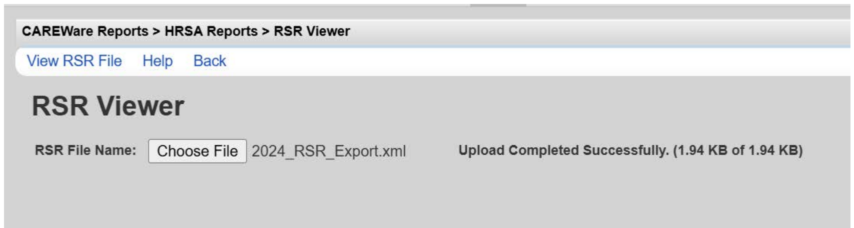




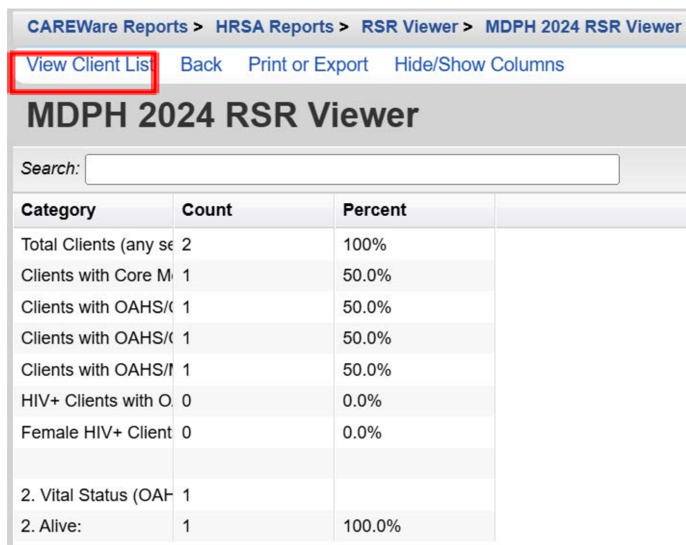
3. Save the RSR file to a secure folder on your computer. This is the RSR XML that you need to access in the next section of this guide.

RSR Viewer (Viewing the RSR XML file)

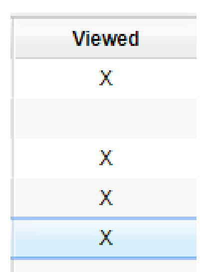
1. From the HRSA Reports page, select "RSR Viewer", then click "Choose File" to upload the RSR export file saved in your agency's folder.



2. Once the file has finished uploading, click "View RSR File". A new window will open showing the components of the RSR. To select a category, highlight the row and click "View Client List", or just double click the row.



3. Within the category field you clicked, you can select the client record you wish to review. Once you have viewed the client, an X will appear under the "Viewed" column to reflect which clients have been reviewed.



Submitting the RSR

1. Once you have reviewed the RSR XML file , you will need to upload it to the HRSA web application along with the RSR ZIP Code Count Report. Click here to access the HRSA web application and complete your RSR submission.

Should you need further assistance logging into the EHBs to submit your RSR see the following resources:

- EHB's Login Process Overview for External User
- How to Login to EHBs using the Multi-factor Authentication Process Video

For more information, see the 2024 RSR Instruction Manual or contact the helpdesk at CAREWareMAHelpdesk@jsi.com.